

## For Citizens Seeking Assistance:

- ◆ For Life-Threatening Emergencies: Call 9-1-1
- ◆ For Crisis Counseling: Call 2-1-1 (or 269-381-4357) for the Gryphon Place 24-hour crisis intervention help line.
- ◆ For Information & Referral to Health and Human Services: Call 2-1-1, the Gryphon Place 24-hour help line. In addition to the 2-1-1 help line, a searchable database is available on the Gryphon Place website at [www.gryphon.org](http://www.gryphon.org).
- ◆ To receive direct assistance, contact the following local human service agencies:  
  
Portage Community Center at 269-323-1942 or [www.portagecommunitycenter.org](http://www.portagecommunitycenter.org).  
  
Kalamazoo County Health and Community Services at 269-329-5200 or [www.kalcounty.com](http://www.kalcounty.com).  
  
Michigan Department of Human Services at 269-337-4900 or [www.michigan.gov/dhs](http://www.michigan.gov/dhs).

Department of Community Development  
7900 South Westnedge Avenue  
Portage, MI 49002

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## Human Services Information & Referral Resources



**City of Portage**

7900 South Westnedge Avenue • Portage, Michigan 49002

## Human Services Information & Referral Resources

This brochure has been developed to help citizens connect with a variety of services, programs and opportunities that may be of assistance to persons in need.

From time to time, Portage citizens may find themselves, or someone they know in need of assistance, which may include, but is not limited to:

- ◆ Crisis intervention
- ◆ Food Assistance
- ◆ Housing Assistance
- ◆ Utility Assistance
- ◆ Health Care Assistance
- ◆ Youth Assistance
- ◆ Senior Assistance

Whether you are seeking assistance for yourself or a family member, or if you have come into contact with someone in need, the following information and resources are provided for consideration.



## For Organizations Providing Assistance to Citizens in Need:

The following resources may be of assistance to your organization with making appropriate referrals for citizens in need. These resources include a 24-hour help line, a searchable database, written guides and “service maps”, annual forums and a weekly information center, all of which provide valuable information regarding human services available in the community.

### 2-1-1 Help Line

The Gryphon Place maintains a 24-hour help line that provides crisis intervention, information and referrals for a variety of health and human services, and volunteer opportunities. Also available is a searchable database through the Gryphon Place website. For more information, call 2-1-1, 269-381-4357 or visit [www.gryphon.org/211](http://www.gryphon.org/211).

### Emergency Services Guide

This guide is prepared by the Greater Kalamazoo United Way and Gryphon Place to assist health and human service providers with directing consumers to appropriate resources for:

- ◆ Housing Assistance
- ◆ Utility Assistance
- ◆ Food Assistance
- ◆ Other Emergency Needs & Community Centers

For more information, call 269-343-2524 or visit [www.kalamazoounitedway.org](http://www.kalamazoounitedway.org).

### Service Maps

Maps or flow charts have been developed by the United Way to summarize and outline human services provided in the community. For more information, call 269-343-2524 or visit [www.kalamazoounitedway.org](http://www.kalamazoounitedway.org).

### Health Care, Youth Development and Mentoring Resources

The United Way and Gryphon Place have prepared additional resource information to assist service providers and consumers with health care, youth development and mentoring resources:

- ◆ Navigating Health Care Guide
- ◆ Navigating Health Care Brochure
- ◆ Youth Out of School Time Guide
- ◆ Youth Mentoring Guide

For more information, call 269-343-2524 or visit [www.kalamazoounitedway.org](http://www.kalamazoounitedway.org).

### Annual Forums

The United Way facilitates four annual forums to provide updates regarding: 1) Energy Assistance; 2) Housing Assistance; 3) Medical/Dental Assistance; and 4) Food Assistance. These forums are held for human service providers and other organizations. Information regarding the Annual Forums can be obtained by calling 269-343-2524 or at the following website: [www.kalamazoounitedway.org](http://www.kalamazoounitedway.org).

### Community Housing Information Center

A weekly “housing hour” is provided at Housing Resources Inc. and includes agencies that provide information regarding housing assistance, human services, legal aid and health care assistance. The housing hour is open to service providers and consumers. For more information, call 269-382-0287 or visit [www.housingresourcesinc.org](http://www.housingresourcesinc.org).